Project Tracking No.: P-053-FY03-ITD

Return on Investment Program Funding Application (FY 2003 Request)

This is an electronic template. Please enter your responses on this document. Only electronic submittals of this template will be accepted. Proposals submitted after the designated due date may not receive funding consideration.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform a final project outcome audit, after implementation, for all Pooled Technology funded projects.

SECTION I: PROPOSAL

Date: July 10, 2001

Agency Name: Information Technology Department

Project Name: Disaster Recovery Hot Site

Expenditure Name:

Agency Manager: Kip Peters (Wes Hunsberger, Business Continuity Coordinator)

Agency Manager Phone Number / E-mail: Kip Peters (515) 725-0362 / kip.peters@itd.state.ia.us
Wes Hunsberger (515) 725-0361 / wes.hunsberger@itd.state.ia.us

Executive Sponsor (Agency Director or Designee): Kip Peters

Request For ROI Application Waiver:

Agencies are required to complete this funding application when requesting funds for any project, any IT expenditure costing over $100,000, or any non-routine IT expenditure. If you feel there is compelling reason to waive this requirement, please provide (in the box provided below) a brief description of the project or expenditure, the budget amount, and a rationale for the waiver request. Until a decision is made regarding your waiver request, it is not necessary to complete any other portion of this application. The ITD Enterprise Quality Assurance Office will convey waiver request decisions within five working days of receipt.

Explanation:

A. Project or Expenditure Rationale

Is this project or expenditure necessary for compliance with a Federal standard, initiative, or statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation:
ITD and other departments contracting with ITD for a variety of IT-related services rely on ITD's resources to support their critical business functions. Some of these critical business functions have Federal guidelines that stipulate how long an outage may be tolerated for a particular system or application. For example, the WIC system administered within the Department of Public Health has guidelines within the Federal regulations that outline penalties associated with this system. If WIC checks are not printed on schedule twice a month by the state and distributed to the system participants, penalties against the state are accrued. These penalties can include the state being required to return administrative funding for the system. Returning Federal funding normally assigned to Public Health's budget has dire consequences for the department and for the citizens of Iowa who participate in the system. This is one example of the State's many critical business functions supported by IT-related services provided by ITD and the consequences of critical business functions not being performed in the prescribed manner.

Is this project or expenditure required by State statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation:
Iowa Code states that the powers and duties of the department include "developing and implementing a business continuity plan, as the director determines is appropriate, to be used if a disruption occurs in the provision of information technology to participating agencies and other governmental entities." The research and requirements produced by the enterprise IT business continuity plan will determine the necessary timeframe for the recovery site and when the alternate site needs to be operational.

Does this project or expenditure meet a health, safety or security requirement?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation:
Iowa Code also states that planning, protection and direction for information technology resources must be enacted by ITD to "ensure the quality, security and integrity of state business operations." There are many critical business functions from state agencies that are directly supported by IT-related services provided by ITD and the data center operated by the department. For example, the Iowa Financial Accounting System (IFAS) is used by all departments for state government accounting functions. IFAS is administered by the Department of Revenue and Finance, the support of the system is provided by ITD staff and the majority of the data is stored on resources located at the Hoover data center. A disaster affecting ITD would create an extensive loss of IT-related services that would directly affect critical business functions for a number of departments. IFAS would be one of the many critical business functions directly affected by an outage of these IT-related services.

Is this project or expenditure necessary for compliance with an enterprise technology standard?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation:
The enterprise IT business continuity project will meet all current enterprise technology standards. Due to the very nature of this particular project being enterprise-wide, this project will represent the needs and requirements of all the departments participating in the project.

Is this project or expenditure consistent with meeting the goals and objectives of the State's strategic plans?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation:
Many departments contract with ITD to supply IT-related services for their departments, and most of these services are mentioned in the various departments' strategic plans. Some departments specifically state in their strategic plans that they rely on ITD to supply disaster recovery and business continuity services. ITD supplies IT-related services that support many departments' critical business functions published in their respective strategic plans.

This project meets several of the supporting goals for the Governor's initiative of Iowa 2010. Goal 2, "Electronically Connected to Each Other and the World," lists among the goal's requirements that services should be reliable and secure. Goal 8, "Smart Government Works for Iowans," states within its recommendations that state government should "utilize technology that will allow information to be available to citizens 24 hours-a-day, seven days-a-week." A recovery site that minimizes the downtime from a disaster would support these goals from the Governor and the citizens of Iowa.

Is this a "research and development" project or expenditure? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation: Not applicable.

B. Project or Expenditure Summary

1. Provide a pre-project or pre-expenditure (before implementation) and a post-project or post-expenditure (after implementation) description of the impacted system or process. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

Pre-project description of the impacted systems:

ITD's current recovery site option is the STARC Armory in Johnston, near Camp Dodge. This building is a warm site, defined as having the wiring required to support the necessary replacement equipment, but there is no actual hardware or software located at the building to mirror our installation at the Hoover data center. ITD's current site option demands that replacement hardware will need to be obtained and shipped to the warm site location. After installation of the new hardware is complete, loading our current backup media on the new hardware would then occur. This entire recovery process could take from one to two months, depending on the availability of the replacement hardware.

Many departments currently have no recovery site to use as an alternate location for their IT business functions in the event of a disaster. Based on the number of agencies with critical business functions, problems would arise when attempting to restore services after a disaster has occurred. Also, some departments with recovery site options do not currently have a recovery site that would be functional in the necessary amount of time following an interruption in services. For example, a department may be able to restore services within a month at their current recovery site, but their critical business functions might dictate restoration of services within a much shorter period of time. A maximum outage period as brief as three to five days may be required by some critical business functions, for example. This incombatibility between the current restoration period options and the requirements of critical business functions demands a much shorter restoration period at a recovery site.

Post-project description of the impacted systems:

A recovery site option is obtained that allows restoration of critical business functions within the prescribed time limits, dictated by laws, regulations and service level agreements. By obtaining a hot site contract from a vendor that specializes in this type of recovery site, ITD is able to provide replacement IT-related services in the necessary brief time period for the State of Iowa's critical business functions.

2. Summarize the extent to which the project or expenditure improves customer service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

As more and more dependence is placed on the instantaneous delivery of services for all Iowans, the State of Iowa is required to support and deliver a variety of critical business functions with a minimum of interruption or break in service, especially in the aftermath of a disaster.

Requirements demand a brief restoration period of critical business functions, and this brief restoration period prevents long outages of service that result in greater hardship to Iowans in need. Economic hardship would be prevented by Iowans when expected financial or nutritional assistance is delayed, such as DHS Food Stamps or WIC checks from Public Health.

3. Identify the main project or expenditure stakeholders and summarize the extent to which each, especially citizens, is impacted. In particular, note if the project or expenditure helps reconnect Iowans to State government.

Response:
All the departments that utilize this recovery site option are impacted. As many departments use resources within ITD to provide a variety of critical business functions to the citizens of Iowa, every citizen that is a recipient of these critical business functions and the delivery of the IT-related services that support these functions is impacted by the recovery site choice.

As stated above at item A (under the section connected with the State's strategic plans), this project meets several of the supporting goals for the Governor's initiative of Iowa 2010. Goal 2, "Electronically Connected to Each Other and the World," states with other requirements that services should be reliable and secure. Goal 8, "Smart Government Works for Iowans," states within its recommendations that state government should "utilize technology that will allow information to be available to citizens 24 hours-a-day, seven days-a-week." A recovery site that minimizes the downtime from a disaster would support these goals from the Governor and the citizens of Iowa. The safeguard of critical business functions and the required time period to deliver these services is a chief concern of the Governor and many state officials, including the Chief Information Officer for Iowa.

SECTION II: PROJECT ADMINISTRATION

A. Agency Information

1. Project Executive Sponsor Responsibilities: The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: No response required.

2. Organization Skills:
   a. List the project management skills necessary for successful project implementation
   b. List the project management skills available within the agency
   c. List the source(s) of project management skills lacking within the agency
   d. Summarize relevant agency project management experience and results

Response:

A. Project management skills required for this project include negotiating with vendors, vendor proposal assesment, defining service level agreements, enterprise-wide project management, ROI development, IT project management, application software skills, security management skills, interface application skills, research capabilities, operating software skills and technical hardware abilities.

B. All of the above skills are found in the Information Technology Department.

C. None of the above skills are lacking within the agency.

D. ITD has skillfully managed a multitude of IT-related projects for a wide variety of technologies and budgets. Enterprise-wide projects are routinely performed on a regular basis, and the department has shown it can successfully bring varied and disparate groups of agencies together to reach a consensus and arrive at a decision for a solution. Many of the department's staff have shown a facility for many of the above skills. Installation projects have occurred within all levels of the department, for a variety of different-sized projects.

B. Project Information

1. History:
   a. Is this project the first part of a future, larger project? If so, please explain.
   b. Is this project a continuation of a previously begun project? If so, please explain project history, current status, and results.

Response:

A. The recovery site options will grow to keep pace with what is contained in our data center. As new equipment and hardware is added to the data center, this new equipment and hardware must also be added to our recovery site contract.

B. The enterprise IT business continuity plan will dictate what is needed for the recovery site options. This project is a continuation in the sense that we currently have a recovery site, and our current recovery site will be replaced with what is required by the enterprise IT business continuity plan.

2. Expectations: Describe the primary purpose or reason for the project.

Response:
Currently, our alternate recovery site option is the STARC Armory located in Johnston. There is an existing agreement between some of the larger Executive Branch departments that guides how the STARC Armory is activated in the event of a disaster and becomes the State of Iowa's IT recovery site. The STARC Armory is a warm site, defined as having the wiring required to support the necessary replacement equipment, but there is no actual hardware or software located at the building to mirror the Hoover data center.

There is a wide variety of hardware contained in the current data center configuration. In the event of a disaster, the severity of the event dictates the amount of hardware to be replaced, whether the alternate site needs to be used and how many departments' IT functions are relocated to the STARC Armory. ITD's current alternate site option demands that replacement hardware will need to be obtained and shipped to the warm site location in Johnston. After installation of the new hardware is complete, loading our current backup media on the new hardware would then occur. This entire recovery process could take from one to two months, depending on the availability of the replacement hardware. The current recovery site option has no yearly maintenance fee or other charges associated with the site option. However, associated with the current option is the cost of replacing the equipment and hardware, along with shipping these replacements to the STARC Armory. ITD has never had a test run of the STARC Armory used as an IT recovery site--where actual replacement hardware was used to test our recovery procedures. The time estimates for the restoration timeframe are based on discussions with vendors that would supply the replacement equipment and hardware.

ITD and other departments contracting with ITD for a variety of IT-related services rely on ITD's resources to support their critical business functions. The research and requirements produced by the enterprise IT business continuity plan will determine the necessary timeframe for the recovery site and when the alternate site needs to be operational. The STARC Armory option will not prove to be useful as a hot site, based on the timeframe needed to make it operational. There are critical business functions for the State of Iowa that demand a restoration period of as little as three to five days after a disaster. This brief restoration period requirement will demand a commercial hot site, one that could be operational in the amount of time required to travel to the hot site, load our most recent critical backup tapes to the replacement system and start operation of the replacement system.

3. Measures: Describe the criteria that will be used to determine if the project is successful.

Response:
A commercial hot site would be selected based on the criteria developed for the enterprise IT business continuity plan. As stated earlier in this document, the demands of the State's critical business functions will dictate the acceptable duration of a severe IToutage.

4. Environment: List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, etc.).

Response:
By the nature of the planning process used to produce this plan, the enterprise IT business continuity plan is a State government initiative. The plan includes all departments within the Executive Branch, excluding the Regents and the elected official departments.

As mentioned earlier in this document, all citizens who use or are recipients of applications stored on the system would benefit from a recovery site option that would restore functions in as brief of time as possible.

5. Risk: Describe the project risks which may be internal or external to State government, i.e. implementing versus not implementing project, changing technology, potential cost overruns, changing citizen demand or need, etc.

Response:
The risks of not implementing the new recovery site option include fines and financial penalties levied against the State of Iowa due to services being delayed or denied to citizens. These fines or penalties would result from violations of rules, regulations and service level agreements.

A lengthly IT outage would compromise the health or safety of citizens when critical business functions of the State of Iowa are unavailable for an extended period of time.

6. Security / Data Integrity / Data Accuracy / Information Privacy
   a. List the security requirements of the project
   b. Describe how the security requirements will be integrated into the project and tested
   c. Describe what measures will be taken to insure data integrity, data accuracy and information privacy.

Response:
A. The requirements include validating that the correct protection exists at the vendor's hot site and continues through the connectivity between their recovery site and our installation. This will be part of the comparison process used to evaluate vendors and their hot site proposals.

B. When our recovery site procedures are tested for the department, information security and physical security for the vendor's hot site will also be tested. These items will be included as part of our recovery plan for the recovery site or sites. In some disasters, ITD might have more than one recovery site. For example, the mainframe and open systems operations might be running out of a hot site located elsewhere in the nation and the rest of the department's personnel might be relocated somewhere in the Des Moines area. Wherever these recovery sites are located, both information security and physical security will be part of the business continuity plan.

C. Our security measures will include checking the recovery site configurations for firewalls and that they are properly installed. Also, our business continuity team will verify the physical security measures are adequate for all recovery sites.

7. Project Schedule
   Describe general time lines, resources, tasks, checkpoints, deliverables, responsible parties, etc.

Response:

General time line, tasks, checkpoints and responsible parties:

- (1st month after funding) The development of the IT business continuity plan will discover business functions, their criticality and the necessary restoration timeframe. Hardware and software will also be rated as to criticality. Responsible parties: ITD disaster response team (includes ITD business continuity coordinator) and ITD administration.
- (2nd month after funding) The timeframes discovered in the development of the business continuity plan will determine the timeframe of when the recovery site will need to be activated during a disaster. These timeframes will determine what options are needed from a vendor for their hot site services. Responsible parties: ITD business continuity coordinator.
- (3rd and 4th month after funding) A vendor is selected by ITD that is the best for the department's requirements. Selection criteria will include: speed of restoration services, cost of the necessary services and contract fees, number of sites available in this country, procedures needed to declare a disaster, process used to test the IT business continuity at the recovery sites. Responsible parties: ITD business continuity coordinator and ITD administration.
- (Depending on the selected vendor, two or three tests per year are included in the hot site contract) Having a hot site for the department will allow actual tests of the business continuity plan. Tests of the business continuity plan are conducted on a regular basis. These checks will uncover mistakes or omissions in the plan. Actual backups from all areas of the department will be tested. Restoration procedures will be adjusted, due to the test results. Responsible parties: ITD disaster response team.

Resources:

- A commercial vendor specializing in hot site recovery options.
- FTE (1): A business continuity coordinator for the department. This staff member will lead the disaster response team and coordinate operations at the recovery sites. Also included in their responsibilities are developing the enterprise IT business continuity plan, maintaining the plan on a regular basis and coordinating periodic is tests of the plan at the recovery site.
- FTE (1): A backup verification and validation coordinator for the department. This staff member will verify that backups are done of all systems and applications, especially backups for the department's critical business functions. Testing of all backups will need to be done on a regular basis by this staff member. Also, their duties should include maintaining inventories of backups and what will be needed at which recovery sites, and these inventories need to document the priority levels of backups.
- FTEs (Various percentages): Members of the disaster response team are from all ITD divisions and offices with critical business functions. Also, a variety of ITD staff members will be needed for their expertise at different phases of this project.

Deliverables:

A hot site option used by ITD for diaster recovery purposes. The hot site will be used in addition to our current recovery site, the STARC Armory in Johnston. Depending on the disaster, the majority of ITD 's personnel could be relocated to the STARC Armory or another secure and appropriate location in the Des Moines area. ITD's mainframe and open systems functions would be relocated to the hot site maintained by the vendor for restoring a variety of large system installation services.

SECTION III: TECHNOLOGY (In written detail, describe the following)

A. Current Technology Environment

1. Software (Client Side / Server Side / Midrange / Mainframe):
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external

Response:
For all critical production services:
A. All current application software stored on and used at the data center.
B. All current operating system software stored on and used at the data center.
C. All current interfaces to and from the data center.

2. Hardware (Client Side / Server Side / Mid-range / Mainframe):
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external

Response:
For all critical production services:
A. All current operating system hardware at the data center.
B. All current storage hardware at the data center.
C. All current connectivity hardware at the data center.
D. All current logical and physical connectivity hardware at the data center.
E. All current major interface hardware, both internal and external, at the data center.

B. Proposed Technology Environment

1. Software (Client Side / Server side / Mid-range / Mainframe)
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external
   d. General parameters if specific parameters are unknown or to be determined

Response:
As stated earlier in the document, the recovery site must mirror the current system configuration in regards to critical production services. All (a) application software, (b) operating system software, (c) major interfaces to other systems and (d) specific parameters that are related to providing critical production services will be needed at the recovery hot site.

2. Hardware (Client Side / Server Side / Mid-range / Mainframe)
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and Bandwidth
   d. Logical and physical connectivity

e. Major interfaces to other systems, both internal and external
f. General parameters if specific parameters are unknown or to be determined

Response:
As stated earlier in the document, the recovery site must mirror the current system configuration in regards to critical production services. Everything to support the (a) platform and operating system, (b) storage and physical environment, (c) connectivity and bandwidth, (d) logical and physical connectivity, (e) major interfaces to other systems and (e) other specific parameters that are related to providing critical production services will be needed at the recovery hot site.

C. Data Elements

If the project creates a new database, provide a description of the data elements.

Response: The enterprise IT business continuity does not create a new database.

SECTION IV: Financial Analysis

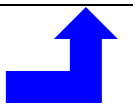
A. Budget: Enter figures and calculate (see formula below) Total Annual Prorated Cost (State Share).

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right)\times \%\ State\ Share\right]+\left(Annual\ Ongoing\ Cost\times \%\ State\ Share\right)=Annual\ \text{Pr}orated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$85000	1	100%	$85000	100%	$170000
Software	$	4	%	$	%	$
Hardware	$	3	%	$	%	$
Training	$	4	%	$	%	$
Facilities	$246060	1	100%	$246060	100%	$492120
Professional Services	$	4	%	$	%	$
ITD Services	$	4	%	$	%	$
Supplies,	$	1	%	$	%	$

Maint, etc.						
Other (Specify)	$23400	1	100%	$20400	100%	$43800
Totals	$354460	-------	-------	$351460	------	$705920

Transfer this amount to the ROI Financial Worksheet, item “D” on page 15.



B. Funding: Enter data or provide response as requested

1. This is (pick one):
   - ☒ A Pooled Technology Fund or Reengineering Fund Request
   - ☐ An Agency IT Expenditure or Budget Request (General Fund, Road Funds, etc)
   - ☐ Other – Specify:

2. On a fiscal year basis, enter the estimated cost by funding source?

	FY03		FY04		FY05	
	Cost ($)	% Total Cost	Cost ($)	% Total Cost	Cost ($)	% Total Cost
State General Fund	$	%	$	%	$	%
Pooled Tech. Fund	$354460	100%	$	%	$	%
Federal Funds	$	%	$	%	$	%
Local Gov. Funds	$	%	$	%	$	%
Grant or Private Funds	$	%	$	%	$	%
Other Funds (Specify)	$	%	$	%	$	%
Total Project Cost	$354460	100%	$	100%	$	100%

If applicable, summarize prior fiscal year funding experience for the project / expenditure.

Response: Not applicable.

1. On a fiscal year basis, how much of the total ($ amount and %) project / expenditure cost would be absorbed by your agency from normal operating budgets (all funding sources)?

Response: The Pooled Technology Fund will be used to fund the project during the first year. The project's first year expenses will include the development and implementation of the hot site option.

2. Identify, list, and quantify all new annual ongoing (maintenance, staffing, etc.) related costs (State $s) that will be incurred after implementation or expenditure.

Response: $351,460 TOTAL for the three amounts listed below.
($ 85,000 from the General Fund for an additional FTE for backup verification and validation.)
($ 20,400 from the General Fund for annual costs associated with ICN connectivity.)
($246,060 from the General Fund for annual costs associated with the vendor's hot site.)

C. ROI Financial Worksheet: Respond to the following and transfer data to the ROI Financial Worksheet (see IVC11) as necessary:

1. Annual Pre-Project Cost – Quantify all actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Response: No pre-project costs for ITD.

2. Annual Post-Project Cost – Quantify all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: Not applicable.

3. State Government Benefit -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: Not applicable.

4. Citizen Benefit – Quantify the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time savings and $.325 per mile for travel cost savings.

Response: Not applicable.
(There are no actual dollar figures for citizen benefits with this project. But as stated earlier in Section I.B.2 & 3, there are many critical business functions of the state provided to citizens of Iowa. These citizens would benefit from the instantaneous support offered by a hot site recovery option.)

5. Opportunity Value/Risk or Loss Avoidance Benefit – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: Not applicable.
(There are no actual dollar figures for loss avoidance benefits with this project. But as stated earlier in Section I.A, there are many critical business functions of the state with associated penalties if program benefits are not provided to recipients on a scheduled basis. The instaneous support offered by a hot site recovery option would prevent these penalties.)

6. Total Annual Project Benefit -- Add the values of all annual benefit categories.

Response: $0.

7. Total Annual Prorated Cost – It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related. Completing Section IV-A, Project Budget of the evaluation document will provide all the necessary information for this item.

Response: See section IV-A, Project Budget, for this information.

8. Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Response: Not applicable.

9. ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the requested State IT project funds.

Response: Not applicable.

10. Benefits Not Readily Quantifiable -- List the project benefits which are not readily quantifiable (i.e. IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.). Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Readily Quantifiable" box in the applicable row.

Response:
Meeting Iowa Code requirements for the department (10).
Supporting critical business functions for state government in the necessary recovery timeframes (9).
Preventing penalties accrued by loss of critical business functions (8).
Fulfills the requirements of service level agreements between ITD and other departments (7).
Allows testing of the department's backup and recovery procedures (6).
Meeting two supporting goals for the Governor's initiative of Iowa 2010 (5).
Meeting a strategic goal for the department (4).
Fulfills requirements from business continuity plans of other departments (3).

11. ROI Financial Worksheet

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$0
A. Total Annual Pre-Project Cost:	$0
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$0
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$0
B. Total Annual Post-Project Cost:	$0
State Government Benefit (= A-B):	$0
Annual Benefit Summary	
State Government Benefit:	$0
Citizen Benefit:	$0
Opportunity Value or Risk/Loss Avoidance Benefit:	$0
C. Total Annual Project Benefit:	$0
D. Annual Prorated Cost (SECTION IV-A):	$
Benefit / Cost Ratio: (C / D) =	0
Return On Investment (ROI): (C – D) / Requested Project Funds) x 100 =	0%
☒ **Benefits Not Readily Quantifiable**	

Section V: ITC Project Evaluation Criteria

Criteria and Location in Project Evaluation Document		Points
1.	Is the project a statutory requirement; legal requirement; federal or state mandate; health, safety or security requirement or issue; and/or required for compliance with the enterprise technology standards? **Location: Section I-A**	**15**
2.	Will the project improve customer service? **Location: Section I-B.2**	**15**
3.	Does the project have a direct impact on citizens? To what extent does the project help reconnect state government with Iowans? **Location: Section I-B.3**	**10**
4.	Does the project provide a sufficient tangible and/or intangible return on investment? Will it generate savings or income? **Location: Section IV-C**	**10**
5.	Does the project make use of information technology and its practical application in reengineering traditional government processes consistent with the goals and objectives of the state's strategic plans? **Location: Section I-B.1**	**10**
6.	Risk: What are the risks associated with the project? Such risks may include those internal and external to state government, the risk of doing a project, the risk of not doing a project, and the risks associated with changing technologies, potential cost overruns, and changing citizen demands and needs. **Location: Section II-B.5**	**10**
7.	Is this funding required to continue a project that was begun prior to the year funding is being requested for and does it have proven past performance? Is the funding part of a multi-year strategy? **Location: Section II-B1, IVB2**	**10**
8.	Will the project be for only one agency, multiple agencies, or the state government enterprise? **Location: Section I-B3, IIB4**	**10**
9.	Has the applicant maximized their own and other resources in the project? Is alternative funding unavailable for this project? (If no other funding available, project will not be completed without Pooled Technology funding) **Location: Section IV-B.2, IV-B.3**	**5**
10.	What is the credibility of the requester based on past performance on other projects? **Location: Section II-A.2.d**	**5**
	Total	**100**